

REPORTING INSTRUMENT

OMB Control Number: 1820-0606

Expiration Date: June 30, 2017

**UNITED STATES DEPARTMENT OF EDUCATION
OFFICE OF SPECIAL EDUCATION AND REHABILITATIVE SERVICES
REHABILITATION SERVICES ADMINISTRATION**

**SECTION 704
ANNUAL PERFORMANCE REPORT
For
STATE INDEPENDENT LIVING
SERVICES PROGRAM**

(Title VII, Chapter 1, Part B of the Rehabilitation Act of 1973, as amended)

**Part I
INSTRUMENT**

**(To be completed by Designated State Units
And Statewide Independent Living Councils)**

Reporting Fiscal Year: 2021
State: **Missouri**

SUBPART I – ADMINISTRATIVE DATA

Section A – Sources and Amounts of Funds and Resources

Sections 704(c) and 704(m)(3) and (4) of the Act; 34 CFR 364.35 and 364.36

Indicate amount received by the DSE as per each funding source. Enter “0” for none.

Item 1 - All Federal Funds Received

(A) Title VII, Ch. 1, Part B	\$ 338,717
(B) Title VII, Ch. 1, Part C – For 723 states Only	\$ -0-
(C) Title VII, Ch. 2	\$ 591,497
(D) Other Federal Funds	\$ -0-

Item 2 - Other Government Funds

(E) State Government Funds	\$ 4,783,140
(F) Local Government Funds	\$ - 0-

Item 3 - Private Resources

(G) Fees for Service (program income, etc.)	\$\$ -0-
(H) Other resources	\$\$ -0-

Item 4 - Total Income

Total income = (A)+(B)+(C)+(D)+(E)+(F)+(G)+(H)	\$5,713,354
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Item 5 – Pass-Through Funds

Amount of other government funds received as pass through funds to consumers (include funds, received on behalf of consumers, that are subsequently passed on to consumers, e.g., personal assistance services, representative payee funds, Medicaid funds, etc.)	\$\$ -0-
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Item 6 - Net Operating Resources

[Total Income (Section 4) <minus> amount paid out to Consumers (Section 5) = Net Operating Resources	\$ 5,713,354
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Section B – Distribution of Title VII, Chapter 1, Part B Funds

Section 713 of the Act; 34 CFR 364.22, 365.1, 365.20, and 365.21

What Activities were Conducted with Part B Funds?	Expenditures of Part B Funds for Services by DSE Staff	Expenditures for Services Rendered By Grant or Contract
(1) Provided resources to the SILC to carry out its functions	\$0	\$ 35,604
(2) Provided IL services to individuals with significant disabilities	\$ 34,135	\$0
(3) Demonstrated ways to expand and improve IL services	\$0	\$0
(4) Supported the general operation of CILs that are in compliance with the standards and assurances set forth in subsections (b) and (c) of section 725 of the Act	\$0	\$206,913
(5) Supported activities to increase capacity to develop approaches or systems for providing IL services	\$ 15,368	\$0
(6) Conducted studies and analyses, gathered information, developed model policies, and presented findings in order to enhance IL services	\$0	\$0
(7) Provided training regarding the IL philosophy	\$0	\$0
(8) Provided outreach to unserved or underserved populations, including minority groups and urban and rural populations	\$0	\$0

Section C – Grants or Contracts Used to Distribute Title VII, Chapter 1, Part B Funds

Sections 704(f) and 713 of the Act; 34 CFR 364.43, and 34 CFR 365 Subpart C

Enter the requested information for all DSE grants or contracts, funded at least in part by Part B funds, in the chart below. If a column is not applicable to a particular grant or contract, enter “N/A.” If there were no non-Part B funds provided to this grantee or contractor for the purpose listed, enter “\$0” in that column. Add more rows as necessary.

Name of Grantee or Contractor	Use of Funds (based on the activities listed in Subpart I, Section B)	Amount of Part B Funds	Amount of Non-Part B Funds	Consumer Eligibility Determined By DSE or Provider	CSRs Kept With DSE or Provider
TILC	GOC	28,618	211,285	Provider	Provider
SCIL	GOC	54,736	185,167	Provider	Provider
MERIL	GOC	31,672	208,231	Provider	Provider
RAIL	GOC	45,873	194,030	Provider	Provider
SADI	GOC	46,014	193,889	Provider	Provider
Total Amount of Grants and Contracts		\$206,913	\$992,602		

Section D - Grants or Contracts for Purposes Other than Providing IL Services or For the General Operation of Centers

Section 713 of the Act; 34 CFR 365.1 and 34 CFR 365.20

Describe the objectives, activities and results for each Part B grant or contract awarded for purposes other than IL services or the general operation of centers.

Section E – Monitoring Title VII, Chapter 1, Part B Funds

34 CFR 80.40(a)

Provide a summary of the program or fiscal review, evaluation and monitoring conducted by the state of any of the grantees/contractors receiving Part B funds during the reporting year.

Missouri Vocational Rehabilitation, (MVR), named and functioning as the DSE, conducts CIL On-Site Compliance Monitoring Reviews for all twenty-two (22) Missouri Centers for Independent Living on a two-year rotation, 11 On-Site Compliance Reviews (OSCR) per Service year. MVR provides clear and helpful information to support corrective and recommended action planning to assist Centers meet all Independent Living Standards of Compliance Reviews, with Training and Technical Assistance, with follow-along review support, as needed, as part of the monitoring process of Centers' IL activities throughout the State. For this Service year, MVR conducted three Part B CIL OSCRs, two Part C CIL OSCRs and six State-only funded CIL OSCRs. As virtual permissions were granted from ACL, due to safety considerations from COVID-19, OSCRs were performed in combination of on-site and/or virtual. The OSCRs were conducted by MVR staff, who reviewed CILs for both State and Federal IL compliance to include but not limited to a sampling of Consumer Service Records (CSRs), assessment of services provided, Consumer satisfaction, Consumer outcomes from services provided, Board Member and Staff interviews, comprehensive review of CILs' administrative documents. Final OSCR Report and Exit Meetings were completed with Executive Director and Center Staff Members on Center campuses and/or virtually at the end of each of the OSCR. All 11 CILs reviewed were found to be providing valuable Independent Living Services to consumers in their catchment areas.

Additionally, a financial audit report, conducted by a Licensed CPA, is required to be provided to the DSE yearly, for that reporting year, for all five of the Part B Centers, all four of the Part C Centers and all 13 State-only funded Centers.

Section F – Administrative Support Services and Staffing

Section 704(c)(2) and 704 (m)(2) and (4) of the Act; CFR 364.22(a)(2) and 34 CFR 364.31

Item 1 – Administrative Support Services

Describe any administrative support services, including staffing, provided by the DSE to the Part B Program.

The majority of Part B funds in Missouri are used for the general operation of Part B CILs, with part of Part B funds funding the SILC and a small amount of funds (not to exceed 5%) utilized by DSE to work in collaboration with the SILC and RSB, providing information, resources, training, policy development and technical assistance for the CILs. Training and Technical Assistance was provided by the DSE to the SILC Staff and Board during this reporting period. SILC's Staff and Board supported CILs in advocating for disability rights, supporting the current State Plan for Independent Living, working in collaboration with CILs and DSE to develop then begin procedure to support of the new State Plan for Independent Living, and other Independent Living-related issues.

Item 2 – Staffing

Enter requested staff information for the DSE and service providers listed in Section C, above (excluding Part C funded CILs):

Type of Staff	Total Number of FTEs	FTEs filled by Individuals with Disabilities
Decision-Making Staff	88	69
Other Staff	281	196

Section G – For Section 723 States ONLY

Section 723 of the Act, 34 CFR Part 366, Subpart D

Item 1 – Distribution of Part C Funds to Centers

In the chart below, please provide the following information:

- A) name of each center within your state that received Part C funding during the reporting year;
- B) amount of Part C funding each center received;
- C) whether the Part C funding included a cost-of-living increase;
- D) whether the Part C funding included any excess funds remaining after cost-of-living increases were provided;
- E) whether any of the centers received its Part C funding pursuant to a competition for a new center in the state; and
- F) whether the center was the subject of an onsite compliance review conducted by the DSE during the reporting year.

Name of CIL	Amount of Part C Funding Received	Cost of Living Increase? (Yes/No)	Excess Funds After Cost of Living Increase? (Yes/No)	New Center? (Yes/No)	Onsite Compliance Review of Center? (Yes/No)

Add additional rows as necessary.

Item 2 – Administrative Support Services

Section 704(c)(2) of the Act; 34 CFR 364.22(a)(2)

Describe the administrative support services used by the DSE to administer the Part C program.

Item 3 – Monitoring and Onsite Compliance Reviews

Section 723(g), (h), and (i); 34 CFR 366.38, 366.40 – 46

Provide a summary of the monitoring activities involving Part C centers conducted by the state during the current reporting year, including the onsite reviews of at least 15% of centers receiving Part C funds under section 723. The summary should include, at least, the following:

- A) centers' level of compliance with the standards and assurances in Section 725 of the Act;
- B) any adverse actions taken against centers;
- C) any corrective action plans entered into with centers; and
- D) exemplary, replicable or model practices for centers.

Item 4 – Updates or Issues

Provide any updates to the administration of the Part C program by the DSE, if any, including any significant changes in the amount of earmarked funds or any changes in the order of priorities in the distribution of Part C funds. Provide a description of any issues of concern addressed by the DSE in its administration of the Part C program.

SUBPART II – NUMBER AND TYPES OF INDIVIDUALS WITH SIGNIFICANT DISABILITIES RECEIVING SERVICES

Section 704(m)(4) of the Act; 34 CFR 364.53

In this section, provide data from all service providers (DSE, grantees, contractors) who received Part B funds and who were listed in Subpart I, Section C of this report, **except for the centers that receive Part C funds**. Part C centers will provide this data themselves on their annual 704 Reports, Part II.

Section A – Number of Consumers Served During the Reporting Year

Include Consumer Service Records (CSRs) for all consumers served during the year.

	# of CSRs
(1) Enter the number of active CSRs carried over from September 30 of the preceding reporting year	10855
(2) Enter the number of CSRs started since October 1 of the reporting year	3766
(3) Add lines (1) and (2) to get the <i>total number of consumers served</i>	14621

Section B –Number of CSRs Closed by September 30 of the Reporting Year

Include the number of consumer records closed out of the active CSR files during the reporting year because the individual has:

	# of CSRs
(1) Moved	184
(2) Withdrawn	816
(3) Died	531
(4) Completed all goals set	2104
(5) Other	656
(6) Add lines (1) + (2) + (3) + (4) +(5) to get <i>total CSRs closed</i>	4291

Section C –Number of CSRs Active on September 30 of the Reporting Year

Indicate the number of CSRs active on September 30th of the reporting year.

	# of CSRs
Section A(3) <minus> Section (B)(6) = Section C	10330

Section D – IL Plans and Waivers

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of consumers who signed a waiver	2532
(2) Number of consumers with whom an ILP was developed	12089
(3) <i>Total number of consumers</i> served during the reporting year	14621

Section E – Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	26
(2) Ages 5 – 19	371
(3) Ages 20 – 24	420
(4) Ages 25 – 59	6702
(5) Age 60 and Older	7012
(6) Age unavailable	90

Section F – Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	9285
(2) Number of Males served	5336

Section G – Race And Ethnicity

Indicate the number of consumers served in each category below. *Each consumer may be counted under ONLY ONE of the following categories in the 704 Report, even if the consumer reported more than one race and/or Hispanic/Latino ethnicity).*

**This section reflects a new OMB directive.
Please refer to the Instructions before completing.**

	# of Consumers
(1) American Indian or Alaska Native	68
(2) Asian	31
(3) Black or African American	2036
(4) Native Hawaiian or Other Pacific Islander	64
(5) White	11850
(6) Hispanic/Latino of any race or Hispanic/ Latino only	120
(7) Two or more races	78
(8) Race and ethnicity unknown	374

Section H – Disability

Indicate the number of consumers in each category below.

	# of Consumers
(1) Cognitive	552
(2) Mental/Emotional	877
(3) Physical	7306
(4) Hearing	211
(5) Vision	438
(6) Multiple Disabilities	5039
(7) Other	198

SUBPART III – INDIVIDUAL SERVICES AND ACHIEVEMENTS FUNDED THROUGH TITLE VII, CHAPTER 1, PART B FUNDS

Sections 13 and 704(m)(4); 34 CFR 364.53; Government Performance Results Act (GPRA) Performance Measures

Subpart III contains new data requests. Please refer to the Instructions before completing.

Section A – Individual Services and Achievements

For the reporting year, indicate in the chart below how many consumers requested and received each of the following IL services. Include all consumers who were provided services during the reporting year through Part B funds, either directly by DSE staff or via grants or contracts with other providers. **Do not include consumers who were served by any centers that received Part C funds during the reporting year.**

Services	Consumers Requesting Services	Consumers Receiving Services
(A) Advocacy/Legal Services	2320	2006
(B) Assistive Technology	3069	2294
(C) Children's Services	279	220
(D) Communication Services	589	419
(E) Counseling and Related Services	171	137
(F) Family Services	587	580
(G) Housing, Home Modifications, and Shelter Services	1045	905
(H) IL Skills Training and Life Skills Training	4683	3720
(I) Information and Referral Services	14286	13146
(J) Mental Restoration Services	1265	18
(K) Mobility Training	275	217
(L) Peer Counseling Services	4212	2283
(M) Personal Assistance Services	32408	27435
(N) Physical Restoration Services	2911	306
(O) Preventive Services	9804	9721

Services	Consumers Requesting Services	Consumers Receiving Services
(P) Prostheses, Orthotics, and Other Appliances	26	14
(Q) Recreational Services	1129	1125
(R) Rehabilitation Technology Services	37	16
(S) Therapeutic Treatment	848	784
(T) Transportation Services	5631	5543
(U) Youth/Transition Services	492	459
(V) Vocational Services	1144	1049
(W) Other Services	3248	2867

Section B – Increased Independence and Community Integration

Item 1 – Goals Related to Increased Independence in a Significant Life Area

Indicate the number of consumers who set goals related to the following significant life areas, the number whose goals are still in progress, and the number who achieved their goals as a result of the provision of IL services.

Significant Life Area	Goals Set	Goals Achieved	In Progress
(A) Self-Advocacy/Self-Empowerment	1407	596	690
(B) Communication	676	172	462
(C) Mobility/Transportation	1739	1149	446
(D) Community-Based Living	3118	1743	1191
(E) Educational	2188	1378	742
(F) Vocational	233	82	135
(G) Self-care	4474	2744	1519
(H) Information Access/Technology	2024	1463	533
(I) Personal Resource Management	1632	1403	182
(J) Relocation from a Nursing Home or Institution to Community-Based Living	68	27	34

Significant Life Area	Goals Set	Goals Achieved	In Progress
(K) Community/Social Participation	297	150	130
(L) Other	675	307	322

Item 2 – Improved Access To Transportation, Health Care and Assistive Technology

(A) Table

In column one, indicate the number of consumers who required access to previously unavailable transportation, health care services, or assistive technology during the reporting year. Of the consumers listed in column one, indicate in column two, the number of consumers who, as a result of the provision of IL services (including the five core services), achieved access to previously unavailable transportation, health care services, or assistive technology during the reporting year. In column three, list the number of consumers whose access to transportation, health care services or assistive technology is still in progress at the end of the reporting year.

Areas	# of Consumers Requiring Access	# of Consumers Achieving Access	# of Consumers Whose Access is in Progress
(A) Transportation	1177	721	455
(B) Health Care Services	7902	3360	4533
(C) Assistive Technology	2978	1637	1314

Note: For most IL services, a consumer's access to previously unavailable transportation, health care and assistive technology is documented through his or her CSR. In some instances, consumers may achieve an outcome solely through information and referral (I&R) services. To document these instances as successful outcomes, providers are not required to create CSRs for these consumers but must be able to document that follow-up contacts with these consumers showed access to previously unavailable transportation, health care and assistive technology.

(B) I&R Information

To inform RSA how many service providers engage in I&R follow-up contacts regarding access to transportation, health care services or assistive technology, please indicate the following:

The service provider did X / did not engage in follow-up contacts with I & R recipients to document access gained to previously unavailable transportation, health care or assistive technology.

Section C – Additional Information Concerning Individual Services or Achievements

Please provide any additional description or explanation concerning individual services or achievements reported in subpart III, including outstanding success stories and/or major obstacles encountered.

Missouri's 22 Centers for Independent Living (CILs) continued to provide Independent Living services to People With Disabilities (PWD) across the State throughout these changing times that have been so heavily impacted by COVID-19. Centers across the State developed and implemented effective program adaptations throughout the COVID-19 pandemic, incorporating service delivery model fluidity of essential Independent Living (IL) services. Centers continue to increase the number of IL Services provided to support Missourians with disabilities across the State, increasing vital education and most current information about living safely, continuing to provide PPE, vaccine services locations for those who seek vaccine information, remaining essential community contacts for Missouri Consumers.

Centers fully utilize State and Federal Independent Living funding to provide Consumers with multiple Independent Living services, demonstrating effectiveness of funding and impact of programming to help consumers live more independently in their own homes. Centers, once again, this reporting year increased the provision of IL Services to Consumers served-increasing the number of services provided within the IL programming across the State.

➔ Statewide, **96,987 IL Services** were provided to Consumers by Missouri Centers during the 2021 reporting period, (including Part C Centers), an increase of 6.7% IL Services provided over reporting period 2020.

CENTERS EMPLOY STAFF: Missouri Centers employ 609 full-time Staff across the State (including Part C Centers) and 412 of full-time Staff identify as a person with a disability. Federal requirements state CIL Staff must comprise of at least 51% of Staff employed identify as a person with a disability. Missouri Centers' Staff exceed this requirement: full-time Staff identifying as person with a disability = 68% of FTEs.

Centers share a strong focus on caring for their Staff as a driving force of daily operations.

- One Center shares continuing to be very proud of low Staff turn-over, operating with a small Staff whose work responsibilities require performing duties that fall under multiple job descriptions. Highlighting that maintaining a consistent Staff benefits the Consumer and operations by providing consistent support, requiring less time and money training new Staff with strives to build on the knowledge of current Staff.
- One Center shares a Staff Member writes having lived in her County most of her life, but that she had been unaware of the all the great services offered at that Center before she was hired as an Employee. Now that she works for this organization that cares so much for the Consumers, she is filled with joy serving Consumers, working to help change their lives for the better.

EXCELLING DURING THE PANDEMIC: During this second year of the pandemic, Centers have newly adapted service delivery models in place as they provide highly effective IL programming to meet their local communities' ever-changing needs. Missouri's 22 Centers for

Independent Living, strategically located throughout the State, provide tools, resources and support for integrating people with disabilities fully into their communities. Missouri CILs provide the federally required five (5) core services of Information and Referral, Advocacy, Peer Counseling, Transition from Nursing Homes/Youth Transition Services to Work and Independent Living Skills Training along with other essential IL services to Consumers with disabilities to live more independently in their homes. Missouri Centers assist individuals with disabilities of all ages by providing *unique* services to improve social, physical, and psychological functioning. Through regional and statewide Consumer need assessments, Centers implement effective programming not provided by other agencies. Without duplicating existing services, Centers fill gaps within regions, resulting in no Missouri un-served communities statewide. Consumer feedback helps drive effective IL programming, demonstrating clearly Consumer impact of Centers throughout Missouri.

2021 Independent Living Consumer Satisfaction Outcome Survey Results:

- 98.7% of Consumers stated benefit from Center Emergency Assistance services
- 98.3% of Consumers reported satisfaction with Youth Services Transition
- 98.3% Nursing Home Transition to home & Institution Diversion service
- 97.6% of Consumers gained positive skills from Independent Living Skills Training
- 96.8% of Consumers reported benefit from Assistive Tech or adaptive equipment in home
- 96.4% of Consumers report benefit from Information & Referral, Peer Support and Advocacy services
- 95.3% of Consumers live more independently due to Home Modifications services
- 94.9% of Consumers stated satisfaction with Patient Assistant Services, maintaining living in own home
- 94.4% of Consumers stated satisfaction with Transportation services

Missouri Centers provide life changing IL Services to Consumers. Center Staff implement knowledge to assist with needed Durable Medical Equipment (DME) such as canes, walkers, knee walkers, hand rails, grab bars, shower chairs, hand held shower wands, toilet seat risers. Centers offer emergency care closet support. Centers are often providers of CDS and In-Home services that assist with meals, laundry, household cleaning, shopping and errands, that Nurse visits serve health and safety. Centers develop IL programming based upon the knowledge that this comprehensive, holistic approach truly allows Consumers to remain living independently in their homes.

- One Center describes, often times, IL services begin with one service then Consumers experience accidents, new diagnoses and diseases with permanent limitations, where Center Staff are there to assist with changing needs, updating care plans as limitations change.
- One Center reports adapting DME needs as limitations change over time, from cane to walker to hospital bed, allowing this Consumer to remain at home living independently.
- One Center shares the life-long support to one of the very first residents of Water Color Villa, accessible housing complex managed by this Center, was successful to live independently there from the very beginning, utilizing daily living chores attendant

services, nurse support-setting up complex and changing medication box, DME, assistance to obtain safe bed, transportation services; the Center continually adapting and adjusting services for Consumer to live independently.

- One Center reports that a longtime community resident and business owner-valued for a unique service within the community, herself fell while helping a local campaign effort, and feared she would not be able to continue to operate her business. Center Staff was able to assess her need, demonstrate DME options, train Consumer once she sampled then begin utilizing equipment to maintain her independence, with ongoing support until goal achieved.
- One Center shared Consumer reported needing a scooter lift for his vehicle as he felt trapped at home. Through connections with service partners, Consumer was connected to a free lift.
- A Consumer was donated a stair lift and assistance with installation, all coordinated through Center. Now this Consumer can access the lower level of his home, where Consumer can now exercise and be involved with other hobbies.
- One Center reports providing grab bars at an earlier time to a Consumer, who now returned needing a shower chair. As Center had many models, Consumer was able to receive equipment that worked with existing modifications already provided.
- Consumer said to have a very low survival rate by her medical team, having experienced MVA and subsequent amputation; she was really struggling to recover. Served by this Center, Consumer was assisted to secure accessible and affordable housing with ramp and handrails, much support in her transition. Consumer then was encouraged and decided to begin facilitating a Peer Support Group serving those who have experienced amputation called *All-Amped Up*, that truly helps others.
- One Center reports how Independent Living Skills Training Classes, Social and Life Skills, Job Skills Training and Housekeeping and Basic Cooking Class offered as year-round service programming serves Consumers to live more independently in their homes.
- One Center reports how providing a seasonal AC unit allowed Consumer with respiratory disability remain in his home.
- Another Center explains while working a community booth, Staff was able to demonstrate a magnifying device. Individual became a Consumer, requested and received this service tearfully and was so thankful to the Center she could finally see an ornament with a picture of her deceased husband on it.

Isolation and emotional concerns have been identified as major factors impacting PWD during this pandemic nationwide. Missouri Consumers benefit greatly from peer and mentor support provided by Centers across the State.

- One Center reports how Peer Group Services were truly life-saving as one Consumer joined Chronic Disease Classes, which helps individuals with chronic condition learn ways to become better self-managers. This Consumer attended, stating these classes gave her purpose and that she no longer wanted to end her life. She now feels she has the strength to manage her pain and handle those difficult emotions she was feeling.
- One Center reports that, through a partnership with *Peer Mentoring Program through Vocational Rehabilitation*, one Youth With Disabilities and his entire family are truly experiencing life changing services. This Youth and his family were struggling to find shelter in a safe environment, as in prior apartment-bullets penetrated through the walls, striking Youth's mother's pillow and entered Youth's bedroom, leading family to quickly

move to a local motel, where family experienced housing and food insecurity-unable to pay motel costs, having no funds for food. As Youth started working with the Center in IL Services, Youth felt strong obligation to bring in income, as father was severely disabled and unable to work; though Youth was only 14 years old and not of legal age to work without a work permit. Center Staff able to immediately address dire living situation and connect family to short-term & long-term food programs, disability benefits programs, housing programs, medical/mental/vision programs, provided PPE, cleaning supplies when family was able to move and ongoing helpful resources throughout Services. Now, through Center Staff understanding collaborations with partner agencies and effective referrals, IL services and IL supports, the family has secured more stable housing, where they are accessing resources for their betterment. Additionally, the Youth has been able to develop his own individual IL transition goals, now free of the urge to produce employment for his entire family, and is focusing on his own opportunity to explore his personal interests, abilities, skills. Happily, he did join new school's football team, is begin to learn more about careers and has a vision to see himself as working successfully in an adult career, with ongoing IL Services.

- One Center adapted group programming to virtual format but makes every effort to safely gather together. Groups adapt for outdoor picnics and such as parking lot painting sessions. These creative ideas help Consumers to stay connected and continue sharing a comradery with individuals with disabilities.
- One Center reports their Social Club Peer Support group has been actively providing support services for 30 years. Being able to adapt gatherings to between virtual and in-person has ensured this group remained solid and strong despite the pandemic.
- One Center shares some Consumers have been attending Peer Group ten plus years, as they continue to benefit from having another person to talk to, especially during the pandemic, to continue to overcome barriers they face living with a disability.

Missouri CILS-Breaking new ground and continuing to strive forward to support Consumers:

Missouri Centers are known to provide support during times of great need. Despite COVID-19, throughout this reporting year, Centers across the State rallied, adapted and adjusted service delivery models. Wanting to diversify and expand effective programming, Centers look for ways to continue to serve Consumers in their communities and have the intended impact on Consumers to live more independently in their homes.

- As no facility in that region offered accessible fitness opportunities, one Center designed and secured funding for a Health & Wellness Center for the community-a 24 hour universally designed fitness center complete with six accessible roll-in showers, 3 classrooms, a community room seating 128. Now operational, this is the only universally designed fitness center within 300 miles.
- Adapting to a Zoom format, one Center charged forward with "Living Well in the Community" classes, programming under its IL Skills Training and Life Skills Training Group Activities focusing on how to do cook a meal, do dishes and increase self-reliance.
- Partnering for community integration and outreach was adapted during the pandemic often to virtual gatherings but Centers still looked for ways to still serve in person.
- One Center adapted and found a way to continue its yearly accessible community raised garden bed program, featuring 4 accessible beds, that provides opportunities to enhance

different abilities needed from all consumers. Recognizing that Consumers benefitted so greatly from outdoor activity during this pandemic, the Center decided to add a fall garden planting as well. Volunteers include Community Advocates, Parent Support Group, Self Determination class participants and interested Consumers. Pouring a concrete pad around beds allowed increased accessibility and group growth for this weekly group of 20, who experienced plenty of hard work and fun.

- One Centers hosted a second Yard Beautification Project with approximately 15 volunteers, including Staff, volunteers from a local developmental disability agency and United Way
- One Center saw the extreme need that emerged during 2020 for their emergency Care Closet program and expanded this much needed service providing such as personal care and cleaning supplies, restocking often through local donations. Expanding funding sources allowed this Center to meet these needs and expand to even more items needed at this time.
- One Center worked in partnership to deliver 931 Meals on Wheel.
- One Center's Staff decided to expand donations to their Consumer Needs Fund, which helps Consumers with unexpected needs throughout the year and provides funds to provide Thanksgiving meals, Christmas gifts and meals to Consumers who need most.
- One Center increased fund raising efforts and partnered with another local non-profit called *Play it Forward*, breaking ground on an accessible playground project at a local park. Continuing to serve, this Center partnered with a local school's food drive and provided 36 Thanksgiving baskets. Adapting plans to prepare and serve a holiday meal, decisions were made to prepare and deliver this holiday meal to 54 participants, further adopting 7 families to provide holiday gifts.

CONCERNS

Nearly each of Missouri's 22 CILs report concerns for health and safety, adapting programming to still serve, reduction in number of new Consumers due to impact from COVID-19.

- One Center writes that this Center began the reporting year with uncertainty, still learning how to adapt services but welcoming the opportunity to provide face to face contact as a rewarding experience for both Staff and Consumers.
- One Center writes that it is moving forward to continue to provide great services to people with disabilities, committed to promoting, teaching, and living the Independent Living philosophy, continuing to educate our consumers, Staff and Legislators on the importance of our mission to allow individuals to have the choice and option to live independently in the community of their choice.
- In communities hit hard by the pandemic, as noted during Missouri's 2020 reporting year, driveway meetings, front porch drop offs, parking lot pick up events, ZOOM and phone meetings became commonplace to still provide meaningful and needed IL services. Centers repeatedly built and distributed Safety Kits for Consumers and emptied their supplies within their emergency care pantries, replenishing over and again as Consumer needs have grown exponentially.
- While Centers continue to do more, Staff fatigue, repeated and ongoing rounds of illness, taking on additional duties have all strained operations.

Centers are overwhelmingly concerned about funding and maintaining Centers status as *financially secure businesses* to be able to continue to provide services to Consumers.

- Centers voice concerns that **IL funding** is not pacing with required wage increases.
- Nearly all Missouri CILs write their strong, unified concerns related to the impact of the increase in minimum wage is having on hiring of new Staff, especially for positions under CDS programming.
- Centers write *they are no longer able to offer competitive wages for CDS Consumers* to hire their own care workers.
- ➔ This has reduced the number of Consumers seeking Centers as their providers of CDS services. One Center writes that with the private sector CDS providers paying above minimum wage, Centers have had to raise wages.
- ➔ This is placing an enormous strain on Centers across the State.
- As Centers have stretched funding from their CDS program to support many additional IL services provided, concerns are those additional non-core IL Services will no longer have in-house Center funding to pay for the delivery of those additional IL Services.

Repeated by Centers Statewide is a strong desire to maintain their business model and grow to be of more IL Service to their catchment areas.

SUBPART IV – COMMUNITY ACTIVITIES AND COORDINATION

Section 704(i), (l), and (m)(4) of the Act; 34 CFR 364.26, 364.27, and 364.32

Section A – Community Activities

Item 1 – Community Activities Table In the table below, summarize the community activities involving the DSE, SILC and CILs in the Statewide Network of Centers (excluding Part C fund recipients) during the reporting year. For each activity, identify the primary disability issue(s) addressed as well as the type of activity conducted. Indicate the entity(ies) primarily involved and the time spent. Describe the primary objective(s) and outcome(s) for each activity. Add more rows as necessary.

ISSUE AREA	ACTIVITY TYPE	ENTITY	HOURS	OBJECTIVES	OUTCOME
Community Education	Presentations/ Outreach/Collab/flyers and informational brochures	CIL/DSE	1652.05	Increase awareness of CIL resources, services to PWD and the Americans with Disabilities Act.	CILs provided Disability Awareness Day events, fairs and presentations for persons with disabilities.
Access to Health Care	Collaborating/ Networking	CIL	585.96	Increase awareness of consumer healthcare needs including healthy eating and dental services for PWD.	CILs provided programs that promote healthy living. CILs supported uninsured consumers to receive medical care.
Access to Health Care	Advocacy/Outreach	CIL	886.96	Provide outreach and advocate for systems change to increase quantity and quality of options for people with disabilities.	CILs advocated for increasing access and availability of healthcare for PWD.

Access to Health Care	Indiv/Community Educ	CIL	2386.22	Increase knowledge of healthcare options, and Consumer Directed Services(CDS) through information and education	CILs active in fairs, expos. Centers did COVID-19 related actions. PWD, legislators & community agencies learned more about healthcare, CDS services. CILs provided affordable transportation services to PWD.
Access to Transportation	Provided Transportation	CIL	634.75	Increase affordable transportation services for PWD.	CILs provided affordable transportation services to PWD.
Access to Transportation	Tech Asst & Collaboration	CIL	1988.00	Increase opportunities for youth/adults with disabilities to obtain driver's training.	Students in the transition to work program obtained their driver's permit or license.
Access to Transportation	Systems Advocacy	CIL	37.50	Increase medical non-emergency transportation options for PWD.	CIL staff participated on planning teams & assisted in arranging the transportation through providers from MODOT.
Access to Assistive Tech	Public Info & Equal Access	CIL	595.53	Increase public awareness, inform how to obtain AT and advocate for improved access for people with disabilities	Community & PWD learned about resources and/or obtained assistive technology services.
Access to Assistive Tech	Educ/Individual needs	CIL	455.53	Increase PWD ability to live independently	CILs demonstrated TAP-Internet

				in the home with the use of Assistive Technology.	and TAP-Telephone equipment to help communication in homes.
Accessible Housing	Comm Educ & Public Info	CIL	252.91	Increase awareness, develop partnerships and expand affordable UD housing options for PWD.	CILs had meetings with Housing Development agencies to discuss housing needs of PWD.
Accessible Housing	Systems Advocacy & TA	CIL	1033.91	Increase accessibility awareness needs and UD housing options. Increase TA for accessible housing.	CILs increased awareness of accessible housing needs to architects, builders, community groups, landlords and businesses.
Community / Rec Access	TA & Public Info	CIL	200.00	Increase public access for People with Disabilities to Community.	Communities have increased knowledge related to accessibility needs of PWD. More than one CIL hosted sporting events.
Community Integration	Outreach/Networking	CIL	802.00	Increase number of individuals diverted from institutions	CILs administer Consumer Directed Services program (CDS) for those individuals with disabilities assessed by

Youth Transition	Collaboration & Services	CIL/DSE/SILC	542.00	Provide transition opportunities for SWD through collaboration with agencies, schools and employers.	CIL staff provided fairs, employment activities and job shadowing options for YWD and SWD.
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Item 2 – Description of Community Activities

For the community activities mentioned above, provide any additional details such as the role of the DSE, SILC, CIL, and/or consumers, names of any partner organizations and further descriptions of the specific activities, services and benefits.

In order for People With Disabilities to remain living independently in their communities, Centers directly provide instructive and supportive programs, work to connect Consumers to additional, alternative agency services through developed partnerships and collaborations, such as rehabilitation technology and employment services agencies and support Consumers while they increase their independent living skills successfully. Combining service options allows Consumers to gain increased outcomes within community resources to maintain living independently. Centers continually seek to increase community business partners, develop and improve community councils, assist progressive growth in industry, increase awareness about accessibility and inclusion. Contributing and leading within their communities, Centers help improve the quality of life for all community members across Missouri.

Networking and Outreach efforts continued, focusing on education, partnerships and accessibility.

- One Center reports planning and supporting the purchase of 152 meals from disability awareness lunch
- One Center partnered with local police and ambulance departments to help purchase equipment and supplies to properly protect and meet needs of the elderly and People With Disabilities within the community that are at risk of being institutionalized during this pandemic.
- One Center, during the pandemic, provided information for 13 Community Education Events covering various IL topics, reaching 469 non-duplicated people.
- Centers across the State sought opportunities to discuss Center services, discuss accessibility and seek referrals. Though many monthly meetings were canceled, out of safety considerations, a large number of gatherings utilize ZOOM.
- Centers throughout Missouri often are of service within their community by providing ADA and assessment surveys for small, large and new businesses.
- One Center reports spending 367 hours evaluating and inspecting businesses and homes to ensure they were accessible for individuals with disabilities.

- Centers offer technical support, disability etiquette, resources and often printed pamphlets.
- One Center reported providing 700 hours devoted to Staff attending collaboration and contributing IL resources at community meetings.

Direct outreach is vital for Missouri Centers. Direct mail, email, radio, television and social media were effective methods of communication and connection for Consumer support during the service year. Centers across the State have focused on a more robust marketing and outreach program. Centers continue to distributed flyers, brochures, and newsletter around our catchment counties and online to provide consumers with information and updates of Independent Living and Legislative.

- One Center reported that 1650 Newsletters were mailed and emailed.
- One Center leader has found an audience through radio, being a guest regularly-75 hours during this reporting year. This Center also makes a practice of delivering brochures to local doctors' offices and setting up booths at local community fairs.
- One Center focuses much time on well-developed mailers and informational booklet to distribute, devoting 81 hours during this reporting period to this.
- To engage the community in discussions and conversations related to disability, to increase one Center's profile and promote integration and opportunity for People With Disabilities, this Center reports outstanding outcomes. Digital communications resulted in 145,944 website page views, reaching 57,642 contacts via Facebook resulted in 2,642 actions taken by Facebook followers, 29,480 Twitter impressions and 365 Twitter engagements.

Centers focus substantial time discussing affordable and accessible housing, seeking resource development activities, partnering with others who have funding, collaborating on community events and search on-line opportunities for additional funds to increase program development.

- Centers focus on increasing the opportunity for affordable and accessible housing and discussing options with potential Consumers, with Staff Members sitting on community Boards. One Center reports investing 920 hours educating, discussing and planning for accessible universal design affordable housing
- One Center reports some of the costliest individual services provided at this Center relates to housing, home modifications and shelter services. This Center reports grant dollars receive through United Way to build ramps was reduced by 12.5% in that community, prompting this Center's new Marketing Director to establish a connection with a local Botkin Lumber Co. manager to discuss donations. This effort resulted in two tractor trailer loads of lumber being donated to the Center. This Center believes this could support projects into the *next nine years*.
- Centers are active in grant writing from local to State to Federal opportunities.
- One Center reported 192 hours devoted to planning and conducting fund-raising with outcomes that benefitted IL programming.
- One Center reported grant writing Staff secured valuable grants to support IL programming.
- Because of Centers' community relationships, Centers understand how to assist Consumers navigate the application processes within the intertwining services of agencies, often requiring finesse skills so many of Missouri Center Staff Members

possess. Many Centers are considered a traditional referral source following disasters, accidents or injuries and Centers are often included in community emergency action teams.

- One Center assisted 23 Consumers needing assistance to establish or maintain their living situation.
- One Center shares beginning to assist a person who had once been independent and living on her own in her own home until she suffered a stroke, requiring hospitalization then skilled facility for rehab but family was very unsatisfied with care provided, seeking Center services to transition back home. Center able to provide multiple services to meet the goal, which was successful as Consumer was able to transition home.
- One Center partners with Consumers and community partners to address then reduce barriers, collaborating on a *community pedestrian and driver safety project* designed to increase safety and awareness, benefiting PWD to be out in the community more safely.
- One Center continued to use funds received in a \$10,000 grant from UMKC to conduct No Wrong Door activities and engage in COVID protection and planning activities.
- One Center continued to lead in partnership with other local agencies in a very successful and well-attended yearly event where this reporting year, 672 disabled and non-disabled children receive a new backpack and school supplies. New partnerships with health services allowed for *free health screening, hearing, vision screening and dental screening*- with free dental appointment for those with immediate need. Additionally, this year, vaccines were offered to all those who wanted them. New partner Sneakers with Sole allowed Adidas tennis shoes be purchased at a reduced price for all the students.

Center Staff Members across the State participate in such events as Advocacy Days at the State Capital. Many Centers are members of an advocacy group that acts to ensure legislators are aware of challenges faced by Centers related to funding with the strong desire of Centers to serve more Consumers.

- Centers believe one unified voice increases likelihood a clear disability community inclusion message will be heard related to funding.
- Centers want key funding decision-makers to learn that healthy funding for other fee-for-services programs, such as CDS, allows Center businesses to internally manage and maintain other IL Services for their communities.
- Missouri Centers actively advocated for adequate support for PWD throughout COVID-19 pandemic, filling gaps within their communities.
- Several Centers developed programming to support vaccine information distribution.
- One Center reports it has needed to continue its advocacy efforts to make sure the COVID-19 vaccine is available to Persons With Disabilities, dedicating an information & referral specialist to answering all vaccine related inquiries, participated in several vaccine events open to Consumers and Staff, assisted in registering and with transportation to the vaccine site. Working with a local public health department to hold a one-day mass vaccination event for PWD, the event was very well attended and beneficial.
- One Center reported collecting over 35 stories from advocates dealing with healthcare issues, detailing impacts of healthcare cuts then sharing with legislators. Additionally, this Center submitted both written and oral testimony on several bills impacting the health of PWD.

- One Center reported supported a grassroots organization called CTI which is made up of about 111 members who are people with and without disabilities.
- One Center reports efforts continue for advocacy for PWD, facilitating 8 advocacy trainings in the community.

Missouri Centers provide Durable Medical Equipment & Assistive Devices resources, purchase and seek donations, partner with local community operations for equipment & technical services and often collaborate with such as Missouri Assistive Technology, with some Centers designated as demonstration sites. Consumers statewide benefit from Centers ability to serve in this capacity.

- One Center reported serving over 75 individuals in Durable Medical Equipment and Assistive Devices.
- One Center reported 444 hours spent preparing and meeting assistive technology needs.
- One Center listed providing and supporting: 102 Grab bars sets installed, 15 Ramps coordinated and installed, 443 DME items, all as extremely helpful to Consumers served.
- One Center strengthened its Equipment Exchange program, which provides new or gently used Durable Medical Equipment to those who do not have the means. This reporting year, the Center was able to serve 300 individuals.
- One Center was able to assist Consumers by providing 263 pieces of assistive or adaptive equipment through equipment donation and equipment loan programs. Additionally, this Center assists consumers by referring them to other durable medical suppliers and worked within a grant from a local United Way, providing \$7,500 for assistive equipment.
- One Center coordinating a Consumer to receive and learn to use cell phone amplifier, highlighted Consumer had not been able to hear any phone conversations for about three years. Center shared that Consumer cried, she was so overjoyed this adaptive equipment will now help her remain independent with telecommunication and stay connected to family and friends, needed so desperately during this pandemic. Additionally, Center provided her support to begin seeking hearing aids.
- One Center shares success with its Robotic Pet Program through Missouri Assistive Technology, serving 12 Consumers to explore use of robotic companion pets as a low-cost, low-tech means to alleviate the negative impacts of social isolation during a 5-week study, open to both older adults and individuals with disabilities who are at least 18 years old and residing independently. Following the initial period, participants chose to either return the pet or keep it for a period of time; all participants chose to keep their pets.
- One Center assisted 17 Consumers in adopting a robotic pet, assisting in combatting isolation and loneliness.
- Missouri Assistive Technology has partnership agreements with some Missouri CILs, offering demonstration site opportunities so that Centers house samples of specific assistive devices to demonstrate and train Consumers on uses that enhance independent living.
- Missouri Assistive Technology renewed one Center's contract for the recycle and reuse program, allowing this Center to exceed AT recycle/reuse device goals by 50 during this reporting year, which encouraged this Center to institute the first ever *durable medical equipment donation drive* combined with a participant appreciation day, supporting

donations with grilled hot dogs, chips, and a drink. This was also a great time to distribute Center literature and helpful self-care information.

- One Center reports providing TAP services to 23 Consumers in local area.
- One Center lists its Assistive Technology Reuse Program provided pre-owned durable medical equipment to 139 PWD, explaining the Center accepts donations of used equipment, assesses for reuse, cleans items, makes any minor repairs necessary, then loaning equipment to Consumers at no cost.
- One Center reports through purchases and donations, this Center has 700 DME items available.
- One Center reported a Consumer was unable to use standard phone due to vision and severe hearing loss. Center Staff very helpful to demonstrate phone options and train Consumer on phone of choice. As Staff able to recognize Consumer could benefit from additional devices, Staff continued to support increased independent living over time with more device demonstrations. Consumer now functions more effectively in the community, reporting feeling less reliant on other assistance and feeling much more connected to others during these times.
- Another Center reports Consumer benefitting from adaptive equipment through TAP-I, benefitting from Zoom Text and large monitor to complete household management functions such as bill pay and increase those needed connections with family and friends.

Centers have developed events to educate and encourage Youth With Disabilities to develop planning and actions to pursue living more independently as adults.

- Centers often are part of Regional Transition Teams and networking community partner attending monthly meetings, hosting and participate in area Back-to-school events, free Backpack and Supply efforts, Transition Fairs and Youth Summits.
- Centers partner with local schools to teach Life Skills classes throughout the school year.
- Centers are members of local community groups focusing on supporting Youth services to promote drug-free and healthy lifestyles.
- One Center partners with local churches, banks, schools and other businesses to provide nutritional foods on weekends to 54 children, provided 52 children with winter coats, hats and tennis shoes for the winter. This Center provided 216 children Christmas gifts through our Christmas for Kids Program, sweat pants for students K-3rd in a School District for emergency situations, 38 families with food from Food Pantry and 49 families Farmer to Family Food boxes.
- Center Youth Transition service efforts continued throughout Center catchment areas across the State throughout the year.
- Centers continued providing such as school supply donations, weekend food programming, tutoring and study support services.
- One Center reports conducting presentations and reading to students at area schools for Disability Awareness Month, virtually (posted on social media to be viewed later) and in person at 3 schools, to a total of 251 students. This Center provided 30 Parents and Students Educational Advocacy trainings and serviced 10 Pre-ETS Summer Services Students with Disabilities.
- One Youth attended CIL 2020 Pre-ETS Summer Services and connected closely to Staff at this Center; Staff supported Consumer throughout that school year to reach goals to obtain job for the 2021 summer by assisting Consumer complete summer job applications

then skill building in job preparedness services. Consumer worked very hard, completed very successful interview and was hired, worked well within that job and now is developing new goals with Staff, focusing on adult education goals after HS Graduation.

- 11 Missouri Centers for Independent Living applied for VR CIL Pre-ETS Summer Services Grants for CIL 2021 Pre-ETS Summer Services, providing unique transition services to Students with Disabilities.
- One Center reports working with one Consumer in Life Skills throughout her Senior year until HS graduation, resulting in Consumer growing in her self-reliance and independence. As services continue, Consumer is now able to begin job search with hopes of obtaining employment.
- One Center reports that 62 Youth and their families were served through group IL Services focusing on building independent living skills, mental health and self-confidence. Group provides a great opportunity for all to socialize and have fun during a time when many feel isolated.
- One Center reports 75 hours of Advocacy at 2 school districts to ensure 40 Youth have access to services & facilities at school. Additionally, this Center advocated for the passage of two laws to improve education access for students with disabilities. This Center additionally provided 19 Students with VR Summer Work Experience services.
- HS graduate connected to Center as Transition, but college would not admit her, saying she lacked college success skills as she was blind and nearly deaf. This Center has advocated with and for Consumer, supporting connections to national, state and community agencies as she continues her goal of campus admission. Throughout this process, Consumer has been supported in her emergence- spreading awareness and advocating for PWD and the IL Philosophy. Consumer has fought to overcome anxiety and has found comfort in helping others at the Center, starting a support group and through volunteering for many organizations, is now speaking to groups throughout the State, with invitations to Cardinals events as she is a Mega-Fan. Consumer continues to find ways to reach and assist others, is serving on Boards and now has followings on Twitter and TikTok.

Section B – Working Relationships Among Various Entities

Describe DSE and SILC activities to maximize the cooperation, coordination, and working relationships among the independent living program, the SILC, and CILs; and the DSE, other state agencies represented on the SILC, other councils that address the needs of specific disability populations and issues, and other public and private entities. Describe the expected or actual outcomes of these activities.

During fiscal year 2021 the Missouri Statewide Independent Living Council (MOSILC) functioned without paid staff to manage the organization's general operations and other duties and responsibilities. The Statewide Independent Living Council members stepped in to take over duties of the contract while reviewing the Executive Director position, potential administrative position and the needs of the MOSILC with the goal of hiring in FY22. The MOSILC has worked diligently to maintain a cooperative, coordinated working relationship between the MOSILC and the CILs, MO DESE Vocational Rehabilitation Services (our

DSE), MO Protection & Advocacy, MO Governor's Council on Disabilities, MO Developmental Disabilities Council, MO Assistive Technology, MO Commission for the Deaf & Hard of Hearing, MO Access & Functional Needs Committee for Emergency Preparedness, MO Dept of Mental Health, University of Missouri Kansas City, the Starkloff Institute, MO Division of Senior and Disability Services, Missouri Parents Act, Association of Professionals Supporting Employment 1st (APSE1), and many other state agencies and statewide non-profit organizations embracing the philosophy of independent living and community services.

The MOSILC works with the various agencies in many ways including having representation on our council, inviting representatives to attend council meetings and present, having representatives on SILC committees and SILC members participating in various committees through these agencies and organizations. In addition, Missouri Centers for Independent Living (MOCIL) association meets monthly. The CIL Director Representative of the MOSILC reports to this group of CILs regarding MOSILC activities and partnerships between the MOSILC and CILs.

MO VR continues to provide MOSILC and CILs with technical assistance and advice where needed.

The MOSILC SPIL & Consumer Satisfaction Committee (consisting of self-advocates, CIL staff, VR staff, and SILC representation) have met periodically to review collected Survey Monkey data on our current State Plan for Independent Living. Fiscal year 2021 was the first year of the new SPIL and this committee developed a new reporting instrument for CILs to utilize in reporting their activities for each goal and objective. This information is shared with VR and the CILs for monitoring as well as planning purposes.

In addition, MO CILs gathered information through the Annual Statewide Needs Assessment, and feedback was gathered throughout the state from community partners and persons with disabilities. This survey was extensively revised for FY21 based upon feedback from CILs and partner agencies. The survey is completed annually in partnership with the 22 MO CILs. Results will help to drive discussion for the development of our next SPIL as well as being used by individual CILs for their strategic planning purposes.

Throughout the year, MOSILC was represented at state and regional conferences, including, but not limited to: APRIL Conference, and NCIL Conference.

MVR conducts CIL On-Site Compliance Reviews for all twenty-two Missouri Centers for Independent Living on a two-year rotation, 11 OSCRs per Service year. MVR provides clear and helpful information to support corrective and recommended action planning to assist Centers meet all Standards of Compliance Reviews, then follow along review support, as needed, as part of the monitoring Centers' IL activities throughout the State.

MVR Director Independent Living provides monthly MVR/DSE IL reports to MOCIL and more in-depth seasonal presentations with additional service opportunities, instructional procedures and support. MVR Director Independent Living regularly emails Center Executive Directors detailed information about required reports, updates, changes, service trends and forwards ACL

emails when received. MVR Director Independent Living, members of MOSILC Board, CIL Executive Directors and CIL Staff Members worked for over a year in collaboration for the development of 2021-2023 Missouri SPIL. MVR staff, CIL Staff Members and SILC participate with community agencies and partners, such as Access & Functional Needs Committee. MVR Director provides quarterly IL report for both MOSILC and State Rehabilitation Council. Quarterly SILC Meeting includes reports from the MVR/DSE, Department of Health and Senior Services, Money Follows the Person, the State Rehabilitation Council, Rehabilitation Services for the Blind Council, Governor's Council on Disability, as well as reports regarding NCIL and APRIL. These regular reports help ensure coordination of activities throughout the State. MVR Director Independent Living began MOSILC/DSE Partnership Meetings monthly reviewing contract and compliance standards. Goals include increase effective communication, develop consistent CIL mission and purpose messaging throughout the State.

MVR Director Independent Living regularly travels to visit Centers, meeting and supporting Center Executive Directors, Decision Makers, Staff Members and Center Board Members, discussing successful programming. MVR Assistant Commissioner, MVR Coordinator of Administrative and Independent Living Services, MVR Director Independent Living, MVR Assistant Directors Independent Living were traveling as a group to visit Centers across the State, as safety considerations allowed during the pandemic-accounting for each of Missouri's 22 Center's local area COVID-19 occurrences. MVR Staff is available to provide technical assistance as requested by CILs and other disability organizations. SILC Staff & Board and CIL Staff Members are available to provide technical assistance to businesses, organizations and community partners on a statewide basis.

MVR continues to connect CIL Staff Members, MVR Counselors, University of Missouri's Pre-ETS Specialists and DESE Special Educators as they collaborate to assist transition-age Youth With Disabilities (YWD) strive to live independently into adulthood. MVR offered, for the seventh year, a CIL Summer Pre-Employment Transition program targeting students who had not yet graduated from high school and were potentially eligible for VR services as they begin to prepare to live as adults. All 22 Missouri CILs were offered the opportunity to submit CIL 2021 Summer Services Grant applications for their summer programming within activities in Job Exploration Counseling, Work Place Readiness for Social Supports & Independent Living, and Self Advocacy/Peer Mentoring. Eleven (11) of Missouri's 22 Centers submitted and received approved CIL 2021 Summer Services Grant applications. MVR IL Director Independent Living provided WebEx training, MVR IL Staff provided support throughout 2021 Summer Services season. Efforts are being made to increase number of YWD enrollment across the State receiving Centers' unique Pre-ETS Summer Services by 2022.

New MVR Counselor training is provided by MVR Director Independent Living to introduce VR Counselors to IL services from Missouri's 22 CILs; additionally, IL general information, IL History, link to *Lives Worth Living* documentary, Missouri's 22 CIL Map and Center contact information is posted on internal MVR Training page for all VR Staff to access. This exposes new VR Counselors to Center services and resources available when working with VR clients, with encouragement for cross-agency collaborations. These actions have goal to increase service to Consumers by enriched partnership and collaborations between area Centers and corresponding VR District Offices in shared catchment areas.

MVR, SILC and Centers for Independent Living continue to collaborate, working with local and regional partners, such as MPACT, Transition coalitions, Back-to-School Fairs in the provision of materials, information and training, resources and receive regular referrals to be of service to parents and YWD. MVR has a contract with the University of Missouri's Pre-ETS program for hands-on contact instruction for students with disabilities ages 16-21 potentially eligible and eligible for VR services. There are currently over 40 MU Specialist working through this contract in areas of Job Exploration, Work Based Learning, Counseling for Post-Secondary Education, Workplace Readiness, and Self Advocacy & Peer Mentoring. MU Specialists are placed statewide and are working with VR Counselors and school personnel in their areas to better coordinate services, enhance communication, build stronger collaboration, and increase successful post-school outcomes for YWD. Goal is for MU Specialists to increase contacts with CIL Staff Members for inclusion in the cooperative efforts taking place across Missouri.

SUB Part V – Statewide Independent Living Council (SILC)
Section 705 of the Act; 34 CFR 364.21

Section A - Composition and Appointment

Item 1 – Current SILC Composition

In the chart below, provide the requested information for each SILC member. The category in which the member was appointed can be described, for example, as ex-officio state agency representative, other state agency representative, center representative, person with a disability not employed by a center or state agency, section 121 funded project director, parent of person with a disability, community advocate, other service provider, etc. Include current vacancies, along with the corresponding appointment category for each. Add more rows as necessary.

Name of SILC member	Employed by CIL, State Agency or Neither	Appointment Category	Voting or Non-Voting	Term Start Date	Term End Date
Melinda Cardone*	MOSILC Chair CIL ED Rep: ILRC	Service Provider Person with a disability	Voting	5/2020	10/2021
Karen Gridley*	CIL	Service Provider Person with a disability	Voting	5/2020	10/2022
Gerald (Mike) Parker*	CIL	Person with a disability	Voting	5/2020	10/2021

Name of SILC member	Employed by CIL, State Agency or Neither	Appointment Category	Voting or Non-Voting	Term Start Date	Term End Date
Michael Goad*	Neither	Person with a disability	Voting	5/2020	10/2022
Stephanie Cooper*	Neither	Person with a disability	Voting	12/2020	10/2023
William Vick*	Neither	Person with a disability	Voting	11/2018	10/2021
Shawn De Loyola	Neither	Ex-Officio	Non-Voting	N/A	N/A
Elizabeth Smith*	DSE/State Agency	Ex-Officio	Non-Voting	N/A	N/A
Kathryn Cawdron*	RSB/State Agency	Ex-Officio	Non-Voting	N/A	N/A

Denotes Member Person with a Disability *

Item 2 – SILC Composition Requirements

Please provide the information requested in the chart below. Include any current vacancies in a particular appointment category.

SILC Composition	# of SILC members
(A) How many members are on the SILC?	9
(B) How many members of the SILC are individuals with disabilities not employed by a state agency or a center for independent living?	4
(C) How many members of the SILC are voting members?	6
(D) How many of the voting members of the SILC are individuals with disabilities not employed by a state agency or a center for independent living?	3

Section B – SILC Membership Qualifications

Section 705(b)(4) of the Act; 34 CFR 364.21(c)

Item 1 – Statewide Representation

Describe how the SILC is composed of members who provide statewide representation.

The SILC has two members from the western region, two members from the eastern region, no member from the northwest region, one member from the northeast, one member from the central region, one from the southeast region, and one from the southwest of the state. The ex-officio members are located in central Missouri.

Item 2 – Broad Range of Individuals with Disabilities from Diverse Backgrounds

Describe how the SILC members represent a broad range of individuals with disabilities from diverse backgrounds.

The Missouri SILC has one member who is blind, two members with mobility and/or physical disabilities, two members with physical and mental health disabilities, and one member with mental health disabilities. Missouri SILC members represent both rural and urban areas of the state.

Currently, the Missouri SILC is seeking additional appointments from the Governor's Office. There are two individuals awaiting appointment who are individuals with disabilities who are not employed with a CIL or the state and the Governor's Office has assured us that appointments will be made in spring 2022.

Item 3 – Knowledgeable about IL

Describe how SILC members are knowledgeable about centers for independent living and independent living services.

Three members of the Missouri SILC are employees of Centers for Independent Living, including the CIL Executive Director Representative. One member of the MOSILC is a former Executive Director of a CIL and currently is the Executive Director of a non-profit that provides some services for persons with disabilities. All members are very active in their communities regarding the IL movement.

Section C – SILC Staffing and Support

Item 1 – SILC Staff

Please provide the name and contact information for the SILC executive director. Indicate the number and titles of any other SILC staff, if applicable. Also indicate whether any SILC staff is also a state agency employee.

The Missouri SILC Executive Director is currently VACANT.

Item 2 – SILC Support

Describe the administrative support services provided by the DSE, if any.

The DSE continues to provide technical assistance and consultation to the SILC throughout the year. The DSE provides less than 5% of support through Part B Funding to the SILC.

Section D – SILC Duties

Section 705(c); 34 CFR 364.21(g)

Item 1 – SILC Duties

Provide a summary of SILC activities conducted during the reporting year related to the SILC’s duties listed below:

(A) State Plan Development

Describe any activities related to the joint development of the state plan. Include any activities in preparation for developing the state plan, such as needs assessments, evaluations of consumer satisfaction, hearings and forums.

The Missouri IL program began year one of the Missouri State Plan for Independent Living. Activities for SPIL monitoring in 2021 included the development of a new SPIL Tool for CILs to submit information into, distribution and instructions regarding this tool, and SPIL compliance committee meetings to determine the progress of the objectives and activities of the SPIL. This work group

uses the annual reporting document that the CILs complete on progress of meeting SPIL goals and objectives as well as the (PPR) 704 reports from the CILs. There is also statistical data that originates from an IL outcomes survey that is conducted by the CILs every year. This data is used for consumer satisfaction measurements and provides data on emergency preparedness, voting, and demographic trends. An online statewide needs assessment survey gives the DSE and SILC data on what services are available throughout the state. The tool was also revised by the SILC during the year and will provide additional data regarding the needs of individuals with disabilities. This data will also be used for SPIL development in the future.

Working closely with Office of Boards and Commissions, SILC and DSE have opened new dialogue about need for MOSILC Board of Director compliance measures for 2021-2023 SPIL.

(B) Monitor, Review and Evaluate the Implementation of the State Plan

Describe any activities related to the monitoring, review and evaluation of the implementation of the state plan.

The SILC reviews the annual survey information submitted by the CILs which is designed to monitor SPIL activities.

The SILC committees use the SPIL to guide activities relating to the goals and objectives and report on the committee activities quarterly. The SPIL & Consumer Satisfaction committee meets to review progress on SPIL goals and objectives.

(C) Coordination With Other Disability Councils

Describe the SILC's coordination of activities with the State Rehabilitation Council (SRC) established under section 105, if the state has such a Council, or the commission described in section 101(a)(21)(A), if the state has such a commission, and councils that address the needs of specific disability populations and issues under other Federal law. Please state whether the SILC has at least one representative serving as a member of the SRC and whether the SILC has any members serving on other councils, boards or commissions in the state.

The Missouri SILC staff and/or Council Members serving on the following councils, boards, or commissions:

State Rehabilitation Council (SRC)
AFN/FNSS Emergency Management subcommittee of Governor's Faith-based and
Community Service Partnership
Missouri Centers for Independent Living (MOCIL)
St. Louis Metro Transit ADA Advisory Council
Association of Programs for Rural Independent
Living (APRIL)
APSE-MO Board of Directors
Tri-State Veterans Services Board of Directors
Wonderland Camp Board of Directors

(D) Public Meeting Requirements

Describe how the SILC has ensured that all regularly scheduled meetings and other public hearings and forums hosted by the SILC are open to the public and sufficient advance notice is provided.

The SILC meetings are held on a Friday in the months of February, May, August, and November of every year. The dates and locations are placed on the Missouri SILC website in January of each year and then a reminder notice is placed in the events and calendar sections of the website a month in advance of the meeting. Email reminders are sent out to all SILC members and each CIL. A notice is sent to the State Office of Administration government open meeting notice index.

Meetings are held in public facilities that are accessible and a phone conference line is made available for those who are not able to attend in person. Captioning services are provided at

every meeting as well as online caption streaming. Interpreting services are provided if requested. During this reporting year all meetings were moved to virtual in response to COVID- 19 and continue in this format.

Item 2 – Other Activities

Describe any other SILC activities funded by non-Part B funds.

Training activities conducted by the IL partners are funded through conference registrations or the SILC 501(c)3 funds.

Section E – Training and Technical Assistance Needs

Section 721(b)(3) of the Act

Please identify the SILC’s training and technical assistance needs. The needs identified in this chart will guide the priorities set by RSA for the training and technical assistance provided to CILs and SILCs.

	Choose up to 10 Priority Needs — Rate items 1-10 with 1 being most important
Training and Technical Assistance Needs	
Advocacy/Leadership Development	
General Overview	
Community/Grassroots Organizing	
Individual Empowerment	
Systems Advocacy	
Legislative Process	
Applicable Laws	
General overview and promulgation of various disability laws	
Americans with Disabilities Act	
Air-Carrier’s Access Act	
Fair Housing Act	
Individuals with Disabilities Education Improvement Act	
Medicaid/Medicare/PAS/waivers/long-term care	
Rehabilitation Act of 1973, as amended	
Social Security Act	
Workforce Investment Act of 1998	
Ticket to Work and Work Incentives Improvement Act of 1999	

	Choose up to 10 Priority Needs — Rate items 1-10 with 1 being most important
Training and Technical Assistance Needs	
Government Performance Results Act of 1993	
Assistive Technologies	
General Overview	
Data Collecting and Reporting	
General Overview	
704 Reports	10
Performance Measures contained in 704 Report	
Dual Reporting Requirements	
Case Service Record Documentation	
Disability Awareness and Information	
Specific Issues	
Evaluation	
General Overview	
CIL Standards and Indicators	
Community Needs Assessment	
Consumer Satisfaction Surveys	
Focus Groups	
Outcome Measures	
Financial: Grant Management	
General Overview	
Federal Regulations	
Budgeting	
Fund Accounting	
Financial: Resource Development	
General Overview	
Diversification of Funding Base	1
Fee-for-Service Approaches	2
For Profit Subsidiaries	
Fund-Raising Events of Statewide Campaigns	
Grant Writing	7

	Choose up to 10 Priority Needs — Rate items 1-10 with 1 being most important
Training and Technical Assistance Needs	
Independent Living Philosophy	
General Overview	
Innovative Programs	
Best Practices	6
Specific Examples	
Management Information Systems	
Computer Skills	
Software	
Marketing and Public Relations	
General Overview	
Presentation/Workshop Skills	
Community Awareness	9
Networking Strategies	
General Overview	
Electronic	
Among CILs & SILCs	
Community Partners	3
Program Planning	
General Overview of Program Management and Staff Development	
CIL Executive Directorship Skills Building	
Conflict Management and Alternative Dispute Resolution	
First-Line CIL Supervisor Skills Building	
IL Skills Modules	
Peer Mentoring	8
Program Design	
Time Management	
Team Building	

	Choose up to 10 Priority Needs — Rate items 1-10 with 1 being most important
Training and Technical Assistance Needs	
Outreach to Unserved/Underserved Populations	
General Overview	
Disability	
Minority	
Institutionalized Potential Consumers	
Rural	5
Urban	
SILC Roles/Relationship to CILs	
General Overview	
Development of State Plan for Independent Living	
Implementation (monitor & review) of SPIL	
Public Meetings	
Role and Responsibilities of Executive Board	
Role and Responsibilities of General Members	
Collaborations with In-State Stakeholders	
CIL Board of Directors	
General Overview	
Roles and Responsibilities	
Policy Development	
Recruiting/Increasing Involvement	4
Volunteer Programs	
General Overview	
Optional Areas and/or Comments (write-in)	

SubPart VI – SPIL Comparison and updates, Other Accomplishments and Challenges of the Reporting Year

Section A – Comparison of Reporting Year Activities with the SPIL

Item 1 – Progress in Achieving Objectives and Goals

Describe progress made in achieving the objectives and goals outlined in the most recently approved SPIL. Discuss goals achieved and/or in progress as well as barriers encountered.

This was the first year of the new SPIL developed by the IL Network in Missouri with the following four goals:

1. Community Integration: Increase community integration of persons with disabilities across Missouri in these three areas: (1) Housing, (2) Employment, and (3) Transportation.

Objective: Educational opportunities and resources will be developed and provided to increase centers for independent living influence on their local housing market and to educate statewide stakeholders.

The Housing Committee reviewed and revised the Universal Design brochures used by the SILC and CILs. These brochures and other resources were used by 76.92% of MO CILs.

CILs also held 143 educational opportunities sharing housing resources during the reporting year.

Objective: Centers for independent living statewide and other stakeholders participate in policy making processes that impact consumer housing options.

The Housing Committee followed applicable legislation and provided education as needed.

Objective: The MOSILC Housing Committee will support centers for independent living statewide to play an active role in the development of affordable and accessible housing.

36.84% of CILs worked with their local realtors to ensure that MLS listings include accessibility information.

CILs worked during the reporting year to identify accessible affordable housing in their respective services areas. Some CILs have agreements with housing units to help consumers find housing.

Objective: Increase competitive and integrated employment of persons with disabilities.

61.11% of CILs provide education for employers and consumers regarding state and federal work incentives.

Objective: Engage community partners to advocate for competitive employment.

34.29% of CILs participate in community boards and/or commissions with an emphasis on competitive and/or supported employment.

Objective: Promote education for CIL staff regarding Social Security incentives for employment.

22.86% of CILs had a staff member complete training on SSI/SSDI benefits and work incentives.

Objective: Increase CIL participation in VR programs such as summer employment and Pre-Employment Transition Services.

11 CILs participated in the summer Pre-Employment Transition Services.

Objective: Increase awareness of existing transportation systems by making information available in an easily accessible format.

82.35% of CILs provide information regarding transportation available in their service areas.

Objective: Work closely with local, regional, and state planning entities and providers to promote transportation.

70.59% of CILs work with transportation providers, committees, local, regional and state government to address transportation needs.

47.06% of CILs have staff/persons with disabilities serve on local transportation boards.

Objective: Increase the number of CIL consumers who use public transportation.

CILs work with boards, government, providers and persons with disabilities to publicize transportation options, including using media, to increase the number of consumers who use public transportation.

Objective: Promote "Ride Share" programs.

52.94% of CILs researched Ride Share programs during the reporting year to see what existed in their service area.

2. Civic Engagement: Stimulate civic engagement of Missourians with disabilities and Centers for Independent Living (CILs) to result in increased inclusion and independence.

Objectives: (1) Increase civic engagement of persons with disabilities, promoting self-advocacy. (2) Increase voter registration, (3) Educate self-advocates about serving on local and state boards, committees, and commissions. (4) CILs will reach out to their local election commissions to offer resources on ADA compliance and accessible voting.

Objective: Encourage and educate persons with disabilities on the importance of civic engagement, promoting self-advocacy.

All 22 MO CILs participate in the Annual IL Outcome Survey which includes asking information about voter registration and voting activity. This gives CILs information to direct their education efforts.

All 22 MO CILs provide voting information, voter registration information, and voter education to individuals with disabilities in their service areas.

CILs have both publicized local voter forums as well as hosted their own. 8.82% of MO CILs both host and publicize voter forums in their service area.

Objective: Educate self-advocates about serving on local and state boards, committees, and commissions.

CILs have both staff members and consumers who serve on boards, committees, and commissions. 35.29% of CILs have both staff and consumers who are active.

Objective: CILs will educate policymakers on prioritizing disability rights in all areas of public policy.

88.24% of MO CILs participate in advocacy days throughout the year to educate policy makers on the priorities of persons with disabilities.

4 CILs are working with election commissions to ensure ADA Compliance in their polling places.

3. Emergency Preparedness: Expand emergency preparedness, response and recovery for people with disabilities in Missouri. Objectives: (1) Ensure access to disability emergency planning and preparedness resources that can be used by consumers to ensure their safety during a disaster or pandemic. (2) MOSILC and CILs continue to build disability inclusion into all aspects of emergency management through partnerships with local, state, and federal emergency management.

Objective: Persons with disabilities in Missouri are prepared for emergencies and are included in the response and recovering planning made by local and state officials.

All MO CILs have materials in various formats to educate individuals with disabilities about being prepared for a disaster.

94.12% of CILs work with persons with disabilities to develop emergency plans

Objective: The MOSILC and the CILs will foster a spirit of disability inclusion into all aspects of emergency management through partnerships and collaborations with local, state, and federal emergency management and others.

The MOSILC Emergency Management Committee has a new chair and during the reporting year did not meet with partners.

Individual CILs work with emergency management in their respective service areas to train staff and work with consumers in an emergency.

4. SILC Capacity: Increase the capacity of the Missouri Statewide Independent Living Council.

Objective: Identify resources needed to fulfill the expanded role of the Missouri Statewide Independent Living Council.

During the reporting year the MOSILC developed a new job description for an Executive Director, established an office in Jefferson City, contracted with a CIL to provide administrative support and began the process to hire a new Executive Director. In addition, the council members applied for, and received a grant from UMKC for expanding partnerships, training and services throughout the state; No Wrong Door/ADRC Grant.

**During the reporting year many CILs reported that the continued COVID-19 pandemic has effected efforts to achieve the objectives and goals in the SPIL. Many committees are not meeting, or are not meeting in person.

Item 2 – SPIL Information Updates

If applicable, describe any changes to the information contained in the SPIL that occurred during the reporting year, including the placement, legal status, membership or autonomy of the SILC; the SILC resource plan, the design of the statewide network of centers; and the DSE administration of the SILS program.

The Missouri 2017-2019 SPIL took effect October 1, 2016 as per approval by ACL. The Missouri State Plan for Independent Living (SPIL) 2017-2019 was amended to include 2020, adopted by a majority of CILs, and approved by ACL on September 25, 2019.

Section B– Significant Activities and Accomplishments

If applicable, describe any significant activities and accomplishments achieved by the DSE and SILC not included elsewhere in the report, e.g. brief summaries of innovative practices, improved service delivery to consumers, etc.

Section C – Substantial Challenges

If applicable, describe any substantial problems encountered by the DSE and SILC, not included elsewhere in this report, and discuss resolutions/attempted resolutions, e.g., difficulty in outreach efforts; disagreements between the SILC and the DSE; complications recruiting SILC members; complications working with other state agencies or organizations within the state.

The SILC continues to actively seek new members for the council to carry out the duties of the SPIL. We are currently working closely with the Governor's office to have Council Members reappointed, and new Council Members appointed to vacant slots. Several very qualified candidates have applied to serve on the SILC Governing Council.

Section D – Additional Information

Include any additional information, suggestions, comments or explanations not included elsewhere in the report.

SUBPART VII - SIGNATURES

Please sign and print the names, titles and telephone numbers of the DSE directors(s) and SILC chairperson.

SIGNATURE OF SILC CHAIRPERSON

DATE

Melinda Cardone, SILC Chairperson

573-556-0400

NAME AND TITLE OF SILC CHAIRPERSON

PHONE NUMBER

SIGNATURE OF DSE DIRECTOR

DATE

Tim Gaines, OALRS Assistant Commissioner




573-751-3251

NAME AND TITLE OF DSE DIRECTOR

PHONE NUMBER

SUBPART VII - SIGNATURES

Please sign and print the names, titles and telephone numbers of the DSE directors(s) and SILC chairperson.

	<u>4-18-2022</u>
SIGNATURE OF SILC CHAIRPERSON	DATE
 Melinda Cardone, SILC Chairperson	<u>314-289-4314</u>
NAME AND TITLE OF SILC CHAIRPERSON	PHONE NUMBER
	
SIGNATURE OF DSE DIRECTOR	DATE
Tim Gaines, OALRS Assistant Commissioner	573-751-3251
NAME AND TITLE OF DSE DIRECTOR	PHONE NUMBER